

What is Claimed is:

1

2           1.       A method of automatically reconfiguring a component of a remote  
3 services network system comprising the steps of:

4           detecting a communication error related to a component of said network;  
5           identifying a configuration parameter associated with the occurrence of said  
6           communication error;

7           obtaining corrected configuration data relating to said configuration  
8           parameter; and

9           automatically installing said corrected configuration data on said component  
10          to restore communication with said remote services network.

1          2.       The method according to claim 1, said communication error  
2 comprising an error in the identity of said component.

1          3.       The method according to claim 1, said communication error  
2 comprising an error related to connectivity of said component to said remote services  
3 network.

1          4.       The method according to claim 2, said identity error comprising an  
2 invalid client certificate.

1          5.       The method according to claim 4, said step of obtaining corrected  
2 configuration data further comprising the step of requesting a valid client certificate  
3 from a secure universal resource locator associated with a service provider web site  
4 containing data parameters relating to components of said remote services system.

1          6.       The method according to claim 5, further comprising the step of  
2 redirecting said request for a valid client certificate to a web server local to a

3 customer, said local web server providing a valid certificate for installation on said  
4 network component.

1 7. The method according to claim 6, further comprising the step of  
2 revalidating communications of said component with said remote services system.

1 8. The method according to claim 3, said step of obtaining corrected  
2 configuration data further comprising the step of obtaining a valid client certificate  
3 from a secure universal resource locator associated with a service provider web site  
4 containing data parameters relating to components of said remote services system.

1 9. The method according to claim 8, further comprising the step of  
2 revalidating communications of said component with said remote services system.

1 10. A remote services system, comprising:  
2 a system component in communication with said remote services system, said  
3 component having a plurality of stored data parameters for maintaining  
4 communication with said remote services system;  
5 a data base containing valid configuration data parameters for maintaining  
6 communication of said system component with said remote services  
7 system; and  
8 a communication module operable to detect a communication error between  
9 said system component and said remote services system and to correct  
10 said communication error by obtaining valid configuration data  
11 parameters from said data base and installing said valid configuration  
12 data parameters on said system component.

1 11. The remote services system according to claim 10, wherein said  
2 communication error comprises an error in the identity of said component.

1           12.     The remote services system according to claim 11, said identity error  
2     comprising an invalid client certificate.

1           13.     The remote services system according to claim 10, wherein said  
2     communication error comprises an error related to connectivity of said component to  
3     said remote services network.

1           14.     The remote services system according to claim 10, further comprising  
2     an application server, said application server being operable to obtain valid  
3     configuration data parameters from said data base and to transmit said valid  
4     configuration data parameters to said system component in response to an instruction  
5     received from said communication module.

1           15.     The remote services system according to claim 14, said data base  
2     residing on a server controlled by a service provider.

1           16.     The remote services system according to claim 15, further comprising  
2     a internet web site for providing limited access to said data base residing on said  
3     server controlled by said service provider.